

# Information Technology Department Customer Services Division

**Password:**

customer-centric

....Hear what ITD Customers have to say...

**"Very Satisfied. Keep up the good work."**

....Department of Corrections & Rehabilitation, Jamestown

**"Thank you! I really appreciated your assistance."**

....NDSU Telecommunications, Fargo

**"Because you had an on-call operator, we were able to install a new upgrade for CORE....Thanks a million!"**

...Bank of North Dakota, Bismarck

**"Always Great Service!"**

....Department of Human Services, Bismarck

**"It took less then 30 seconds and I was up and running. Thanks"**

....State Penitentiary, Bismarck

**"The person that helped me did a great job and resolved my problem immediately."**

...Burleigh County Auditor, Bismarck

**"...extremely professional and helpful."**

....Adjutant General, Bismarck

**"I appreciate your prompt, efficient service. You were on top of the problem right away. Thank you."**

....Developmental Center, Grafton

**"I was please with the response from ITD in getting the slowness in our application resolved."**

....Department of Health, Bismarck

**"My incident was handled quickly and to my utmost satisfaction."**

....Information Technology Department, Bismarck

**"I appreciate prompt and courtesy assistance when I call for help. Thanks again."**

....McLean County – Sheriff's Office, Washburn

**"I was much relieved for the timely response in resolving the account lock-up."**

....Department of Corrections & Rehabilitation, Devils Lake

**".... handled my call quickly and resolved my issue with long-term answers, not simple momentary fixes. Thanks!.""**

...Office of the Secretary of State, Bismarck

**"Thanks for taking care of this so promptly."**

...Williams County – State's Attorney, Williston

**"Quick response and good service, thanks."**

....Civil Air Patrol, Bismarck



Incident Management Survey Comments (September, 2006)